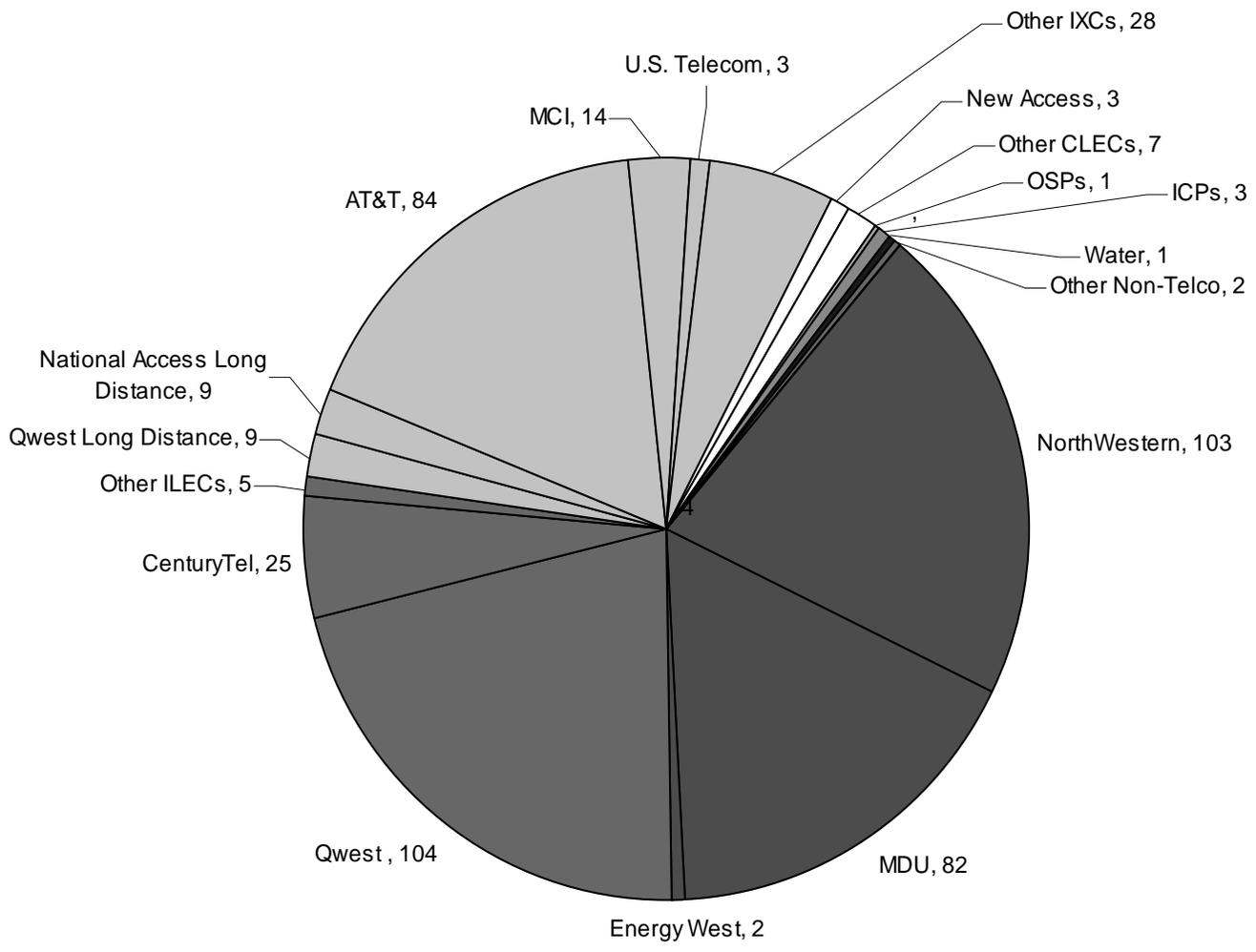


2nd Quarter, 2004

Utility Consumer Complaints Report



**2nd Quarter
2004 Complaints
By Utility
Total—485**



**OSP = Operator Service Providers
ICP = Inmate Calling Providers**

Complaint Percentages By Utility

		<u>Weighted Average</u>
		(Based on '03 Customer Base)
NorthWestern Energy	21.24%	.03%
MDU	16.91%	.10%
Energy West	.40%	.007%
Qwest	21.44%	.028%
CenturyTel	5.20%	
Other ILECs	1.00%	
Qwest LD	1.90%	
National Access LD	1.90%	
AT&T	17.32%	.068%
MCI	2.89%	
U.S. Telecom	.60%	
Other IXC's	5.80%	
New Access	.60%	
Other CLECs	1.40%	
OSPs	.20%	
ICPs	.60%	
Water	.20%	
Other Non-Telco	.40%	

	100.00%	

Noted Changes From Last Quarter (Complaints dropped 5.8%). (515 to 485).

- 1. MDU's complaints increased 134%. (35 to 82).**
- 2. CenturyTel's complaints increased 108%. (12 to 25).**
- 3. AT&T's complaints increased 21.7%. (69 to 84).**
- 4. The PSC joined the state Consumer Protection Office in a multi-state investigation and eventual settlement of allegations of slamming and deceptive practices against New Access Communication, LLC. The settlement was approved by the PSC in May.**
- 5. NorthWestern's complaints dropped 27.5%. (142 to 103).**
- 6. Qwest's complaints dropped 23%. (135 to 104).**
- 7. U.S. Telecom's complaints dropped 78.6%. (14 to 3).**

Type and Number of Complaints By District

	<u>Dist. 1</u>	<u>Dist. 2</u>	<u>Dist. 3</u>	<u>Dist. 4</u>	<u>Dist. 5</u>	<u>Total</u>
1. Billing/Rates	12	30	32	33	35	142
2. Business Office	5	17	22	19	22	85
3. Cram	1	5	6	8	3	23
4. Payment Arrangements	32	28	14	15	13	102
5. Access to Business Office	1	7	8	6	9	31
6. Repair	0	5	3	8	9	25
7. Slam	0	6	11	3	5	25
8. Delay in Connection	1	2	0	0	1	4
9. Termination	1	4	7	6	1	19
10. Meter Questions	0	2	1	0	2	5
11. Pay-Per-Call	0	0	2	1	0	3
12. Deposits	1	4	3	0	0	8
13. Cost of Construction	1	0	1	2	0	4
14. Directory Listings	0	1	0	0	4	5
15. Quality of Service	0	1	2	1	0	4
<u>Total</u>	55	112	112	102	104	485

2nd Quarter 2004 Consumer Complaints By Category

